

# MHSA –STAKEHOLDER PROCESS ORIENTATION CONFERENCE CALL



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MENTAL HEALTH SERVICES ACT

TUESDAY, FEBRUARY 15, 2004

3:00PM – 4:00PM

Toll-free Call In Number: **1-877-366-0714**

No Password Needed

**TTY #1-800-735-2929**



# ORIENTATION AGENDA

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- 3:00 Welcome – Carol S. Hood, DMH
- 3:02 Review Conference Call Agenda and Conference Call Process  
– Bobbie Wunsch, Pacific Health Consulting Group
- 3:05 Goals and Outcomes of MHSA Stakeholders Process – Carol Hood
- 3:10 Role of DMH and Participation of State Staff – Carol Hood
- 3:15 What We Heard from Stakeholders – Bobbie Wunsch
- 3:20 Stakeholder Process Design: General Stakeholder Meetings,  
Special Topic Workgroups, Meeting Times, Locations,  
Communications, Website, Participation Goals, Registration of  
Participants, Accommodations, CFM Orientations and Participation –  
Bobbie Wunsch
- 3:30 Workgroup Process, Guidelines and Operating Assumptions –  
Bobbie Wunsch
- 3:40 Questions and Answers – Bobbie Wunsch and DMH Staff
- 3:58 Summary and Adjourn



# Conference Call Process

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- Please put your phone on MUTE
- Review goals, outcomes, roles and workgroup process
- Review use of website
- Review accommodations
- Set the tone for and purpose of workgroup discussions
- Q & A for 20 minutes at end



# Goals of MHSA Stakeholders Process

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- Make MHSA planning an inclusive process for all stakeholders
- Provide opportunity for stakeholders to participate in critical discussion on MHSA design
- Encourage a partnership approach among all those interested in MHSA



# Outcomes of MHSA Process

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- Strike the right balance between obtaining stakeholder input and on-going program development
- Stakeholders feel knowledgeable and empowered to participate in the state and local planning process
- Optimum achievement of MHSA goals



# Role of DMH and Participation of State Staff – Carol Hood

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- Logistics Coordinator – TBA
  - Organize locations and equipment for each stakeholder and workgroup meeting
  - Arrange for accommodations
- Facilitator – Bobbie Wunsch, Pacific Health Consulting Group
  - Facilitate all meetings
  - Prepare summaries of all meetings
- Role of DMH Staff and Consultants
  - Act as resource and technical experts
  - Prepare technical materials
  - Respond to requests from participants
  - Circulate and meet participants



# WHAT WE HEARD FROM STAKEHOLDERS

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- Need meetings in Northern and Southern California
- Smaller, more focused sessions
- Pre-meetings for clients/family members
- Advance materials for each session posted 10 days ahead
- Website with materials, FAQs



# STAKEHOLDER PROCESS DESIGN BASED

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- Proposed Design based on feedback from December 17 Stakeholder meeting
- Five components:
  - General Stakeholder Meetings
  - Special Topic Workgroup Sessions
  - Conference Calls on Selected Topics
  - Client-Family Member Orientation Sessions before each stakeholder or workgroup meeting
  - Summary of each stakeholder meeting/workgroup





# GENERAL STAKEHOLDER MEETINGS

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- Held each quarter
- Duplicate meetings in Los Angeles and Sacramento each with CFM orientation in am
- One summary combining comments posted within 7 days of meeting
- Purpose – provide progress of key issues from workgroups, gain feedback
- Dates: April 5 – LA, April 6 – Sacto  
July 7 – LA, July 8 - Sacto



# SPECIAL TOPIC WORKGROUPS

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- Workgroup Topics
  - Cultural Competency
  - Community Services and Supports (System of Care)
    - Children and Youth
    - Transition Age Youth – 16-25
    - Adults
    - Older Adults
  - Financing
  - Housing
  - Information Technology (IT) and Capital Facilities
  - Small Counties
  - Short Term Strategies



# CONFERENCE CALLS

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- One hour conference calls will be held within 3 days after new materials are posted on website
- Opportunity to ask questions about topic and prepare for upcoming workgroup on that topic
- Conference Call Schedule
- Toll-free Call in Number **1-877-366-0714**



# CLIENT-FAMILY MEMBERS - CFM

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- CFM Orientation precedes each stakeholder meeting or workgroup session
- Financial Support for CFM



# SUMMARIES

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- Prepared after each general stakeholder meeting and special topic workgroup session
- Prepared by Pacific Health Consulting Group
- Posted on website within 7 days
- As much detail as possible to capture ideas and feedback



# Role of Participants

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- Provide suggestions and participate in critical discussions on design of MHSA
- Any suggestion by a stakeholder can also be offered via the website or toll-free number – **800-972-MHSA (6472)**
- Register in advance on **[www.dmh.ca.gov](http://www.dmh.ca.gov)**
- **Limitation:** Choose one member of your organization only to attend each general stakeholder meeting and special topic workgroup session
- Have selected staff/members attend meetings consistently; different participants may go to each workgroup
- Prepare thoughts in response to workgroup topics and advance materials
- Don't come to every workgroup; come where you have expertise



# LOGISTICS

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- Meeting Times

- Each workgroup will contain CFM orientation preceding workgroup
- Each workgroup session will be 2 - 3 hours long depending on topic and meet 1-2 times from February – June 2005
- July – December 2005 schedule will be posted in May 2005
- Sessions will begin and end on time

- Meeting Locations and Materials

- General stakeholder duplicate meetings in LA and Sacto
- Workgroup sessions will be held in Sacramento only
- Materials will be posted in advance on website
- Conference calls with toll-free call in line and question period



# Meeting Dates (As of 2/15/05)

Group	Date	Time
<b><u>Cultural Competency Workgroup</u></b> --Client/Family Member Pre-meeting and Workgroup Meeting	<b>2/23/05</b>	Pre-mtg. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m.
<u>Community Services and Supports/Age Group I</u> --Client/Family Member Pre-meeting and Workgroup Meeting	3/7/05	Pre-mtg. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m.
<u>Small Counties/Short-term Strategies (separate sessions)</u> --Client/Family Member Pre-meeting and Workgroup Meeting	3/16/05	Pre-mtg. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m
<u>Community Services and Supports/Age Group II</u> --Client/Family Member Pre-meeting and Workgroup Meeting	3/23/05	Pre-mtg. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m
<u>Financing</u> --Client/Family Member Pre-meeting and Workgroup Meeting	3/30/05	Pre-mtg. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m
<u>General Stakeholders Meetings</u> Client/Family Member Pre-meeting and Meeting Los Angeles and Sacramento	4/5/05 (L.A.) 4/6/05 (Sac.)	Both Days: Pre-mtgs. 9:30 – 11:30 a.m. Wrkgp.1:00-4:00p.m p.m.





# Meeting Accommodations

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- Physical access
- Communication access
  - Interpreters (A.S.L., upon request)
  - Mandatory use of microphone for all speakers



# Communications

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- website – [www.dmh.ca.gov](http://www.dmh.ca.gov) will be used for all stakeholder and workgroup communication
  - Notices of meetings, locations, telephone links, summaries of sessions, opportunity to provide suggestions for program and policy changes by topic, workgroup participant lists, agendas and advance materials
- Toll-free number available for those without regular computer access to provide feedback (this is not the conference call number) – **800-972-MHSA (6472)**
- Initial email notification through email blasts was based on list developed by DMH and December 17 registration
- Summary of each workgroup session
  - Summary will be posted on website 7 days after each session



# Workgroup Process & Operating Assumptions

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- Purpose is to provide suggestions and critical feedback on MHSA policies and structure
- Consistent senior DMH staff will participate in discussions at each stakeholder/workgroup meeting
- Technical expertise will be available to develop and respond to major issues raised
- Website communication: [www.dmh.ca.gov](http://www.dmh.ca.gov)
- Toll-Free Phone Number: **800-972-MHSA(6472)**
- Summary of each session posted on website 7 days after session



# Participation

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- Stakeholder participants can either attend in person or submit individual questions and comments via website.
- Organizations need to limit participation to one representative per stakeholder or workgroup and to send consistent people to each session.
- Registration for workgroups is mandatory. Sign up in advance through [www.dmh.ca.gov](http://www.dmh.ca.gov).
- Workgroup sessions will be organized sequentially with topics and focused questions for discussion, each building on one another; please prepare for discussion topics at each session, posted on website.
- Don't come to every workgroup; come where you have expertise



# PARTICIPANT GUIDELINES

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- Come to each meeting informed; read the materials in advance on website
- Share information and perspectives
- Be succinct when you speak; everyone has something important to say
- Share your reasoning/thinking in addition to your opinion
- Offer constructive suggestions



# More guidelines

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- Seek to understand others, ask questions
- Listen to what others have to say; be open and willing to explore options
- Don't come to every workgroup; come where you have expertise
- Agree to disagree – agreement on everything isn't necessary – what is important is moving forward
- Everyone won't be happy with outcomes
- Stay focused on task at hand



## Q & A - 20 minutes

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- Please indicate on your phone that you have a question
- We will be able to take questions until 3:58 pm
- Appropriate DMH staff will answer
- Q & A will be posted on the web after the session



# Summary and Adjourn

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- Thank you for participating
- Review agenda, topics and questions for workgroups which will be posted in the next few days
- Prepare for first workgroup sessions on February 23 and March 7 in Sacramento